

APPENDIX B
VIRGIN MOBILE
FAIR USE POLICY

Fair Use Policy

Our Fair Use Policy is intended to ensure that our customers do not use our *services* in an unreasonable or fraudulent manner. Such usage may impact the quality or reliability of our *services*.

Our Fair Use Policy applies when *you* use any of our special offers giving *you* calls, texts, photos or data usage for free or at rates lower than our standard rates for, or unlimited access to, such calls, texts, photos or data usage

Unreasonable use

You may only use any of our unlimited offers for personal use and may not use any of our unlimited offers in an unreasonable manner as this may limit the ability for other customers to access our *service*.

Where *we* consider *your* use of the *service* is unreasonable, then *we* will notify *you* and ask *you* to modify *your* use of the *service*. If *you* do not modify *your* use of the *service* *we* may suspend or *cancel your service*. *We* will notify *you* before *we* suspend or *cancel your service*.

Without limitation, *we* consider the following uses as 'unreasonable' –

- *you* wholesale any *service* or use the *service* in connection with any device that switches or reroutes calls which overcome the time cap on free or flat call rates, potentially keeping a line open for hours; or
- *you* use the *service* in connection with a device that automatically transmits or receives data or other information; or
- *you* use the *service* in connection with a device that automatically dials numbers either from a list or are generated randomly
- *you* make or receive calls on our *network* for the purposes of resale, re-supply or commercial exploitation